

02-01-00

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PTO/SB/05 (11-00)

Approved for use through 10/31/2002. OMB 0651-0032

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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01/30/01
JC869 U.S. PTO01/30/01
JC869 U.S. PTO**UTILITY PATENT APPLICATION TRANSMITTAL**

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No. 4919.P001
(maximum 12 characters)First Named Inventor Justin Broughton, et al.Title: DIGITAL MULTIMEDIA CONTACT CENTERExpress Mail Label No. EL627465052USADDRESS TO: **Assistant Commissioner for Patents**
Box Patent Application
Washington, D. C. 20231**APPLICATION ELEMENTS**

See MPEP chapter 600 concerning utility patent application contents.

1. **Fee Transmittal Form (e.g., PTO/SB/17)**
(Submit an original, and a duplicate for fee processing)
2. **Applicant Claims Small Entity Status. (37 CFR 1.27)**
3. **Specification (Total Pages 69)**
(preferred arrangement set forth below)
 - Descriptive Title of the Invention
 - Cross Reference to Related Applications
 - Statement Regarding Fed sponsored R & D
 - Reference sequence listing, a table, or a computer program listing appendix
 - Background of the Invention
 - Brief Summary of the Invention
 - Brief Description of the Drawings (if filed)
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure
4. **Drawings(s) (35 USC 113) (Total Sheets 17)**
5. **Oath or Declaration (Total Pages 5)**
 - a. Newly Executed (Original or Copy)
 - b. Copy from a Prior Application (37 CFR 1.63(d))
(for Continuation/Divisional with Box 17 completed)
 - i. **DELETIONS OF INVENTOR(S)** Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).
 - c. Unsigned.
6. **Application Data Sheet. (37 CFR 1.76)**
7. CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix)
8. Nucleotide and/or Amino Acid Sequence Submission
(if applicable, all necessary)
 - a. Computer Readable Form (CRF)
 - b. Specification Sequence Listing on:
 - i. CD-ROM or CD-R (2 copies); or
 - ii. paper
 - c. Statement verifying identity of above copies

ACCOMPANYING APPLICATION PARTS

9. **Assignment Papers (cover sheet & documents(s))**
10. a. Separate 37 CFR 3.73(b) Statement (where there is an assignee)
 b. Power of Attorney
11. English Translation Document (if applicable)
12. a. Information Disclosure Statement (IDS)/PTO-1449
 b. Copies of IDS Citations
13. **Preliminary Amendment**
14. **Return Receipt Postcard (MPEP 503) (Should be specifically itemized)**
15. Certified Copy of Priority Document(s) (if foreign priority is claimed)
16. **Request and Certification under 35 U.S.C. 122(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.**
17. Other: Certificate of Express mail with copy of postcard showing contents of Express Mail package.

18A. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:

Continuation Divisional Continuation-in-part (CIP)
Of Prior Application No.: _____ Examiner _____ Group Art Unit _____

(which is a continuation/ divisional/ CIP of prior application no. _____,
which is a continuation/ divisional/ CIP of prior application no. _____) (List entire chain of priority)

For CONTINUATION AND DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18B. Statement under 37 CFR 3.73(b) for continuing application:

The undersigned states that _____ (name of assignee) is the assignee of the entire right, title, and interest in the accompanying patent application by virtue of an assignment recorded in the Patent and Trademark Office at Reel. No. _____ Frame No. _____ (or a copy of which is attached).

19. Correspondence Address

Customer Number or Bar Code Label 008791
or
(Insert Customer No. or Attach Bar Code Label here)

Correspondence Address Below

NAME _____

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

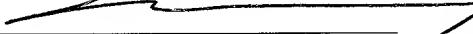
ADDRESS 12400 Wilshire Boulevard

Seventh Floor

CITY Los Angeles STATE California ZIP CODE 90025-1026

Country U.S.A. TELEPHONE (408) 720-8300 FAX (408) 720-9397

Name (PRINT/TYPE): Sheryl Sue Holloway Registration No.: 37,850

Signature:  Date: January 30, 2001

REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)First Named Inventor Justin Broughton, et al.Title DIGITAL MULTIMEDIA CONTACT CENTERAttorney Docket No. 4919.P001JC918 77494 Pro
09/01/01 01/30/01

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

January 30, 2001

Date



Signature

Sheryl Sue Holloway

Typed or Printed Name

37,850

Registration No.

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months after the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of filing of such foreign or international application.

Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).

Send to: Assistant Commissioner for Patents, Washington, D.C. 20231

FEE TRANSMITTAL FOR FY 2001

TOTAL AMOUNT OF PAYMENT (\$) \$2230.00

Complete if Known:

Application No. UnassignedFiling Date UnassignedFirst Named Inventor Justin Broughton, et al.Group Art Unit UnassignedExaminer Name UnassignedAttorney Docket No. 4919.P001

METHOD OF PAYMENT (check one)

1. The Commissioner is hereby authorized to charge indicated fees and credit any over payments to:

Deposit Account Number 02-2666
Deposit Account Name

Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17

Applicant claims small entity status. See 37 CFR 1.27

2. Payment Enclosed: Check
 Credit Card
 Money Order
 Other

FEE CALCULATION

1. BASIC FILING FEE

Large Entity	Small Entity	Fee Description	Fee Paid	
Fee Code	Fee (\$)	Fee Code (\$)		
101	710	201	Utility application filing fee	<u>710.00</u>
106	320	206	Design application filing fee	<u></u>
107	490	207	Plant filing fee	<u></u>
108	710	208	Reissue filing fee	<u></u>
114	150	214	Provisional application filing fee	<u></u>

SUBTOTAL (1) \$ 710.002. EXTRA CLAIM FEES

Total Claims	Independent Claims	Multiple Dependent	Fee from below	Fee Paid
60	13		X 18	= 720.00
			X 80	= 800.00
				=

**Or number previously paid, if greater; For Reissues, see below.

Large Entity	Small Entity	Fee Description
Fee Code	Fee (\$)	Fee Description
103	18	Claims in excess of 20
102	80	Independent claims in excess of 3
104	270	Multiple dependent claim, if not paid
109	80	**Reissue independent claims over original patent
110	18	**Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) \$ 1520.00

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity		Small Entity			
Fee	Fee	Fee	Fee	Fee Description	Fee Paid
Code	(\$)	Code	(\$)		
105	130	205	65	Surcharge - late filing fee or oath	_____
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	_____
139	130	139	130	Non-English specification	_____
147	2,520	147	2,520	For filing a request for ex parte reexamination	_____
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	_____
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	_____
115	110	215	55	Extension for reply within first month	_____
116	390	216	195	Extension for reply within second month	_____
117	890	217	445	Extension for reply within third month	_____
118	1,390	218	695	Extension for reply within fourth month	_____
128	1,890	228	945	Extension for reply within fifth month	_____
119	310	219	155	Notice of Appeal	_____
120	310	220	155	Filing a brief in support of an appeal	_____
121	270	221	135	Request for oral hearing	_____
138	1,510	138	1,510	Petition to institute a public use proceeding	_____
140	110	240	55	Petition to revive - unavoidable	_____
141	1,240	241	620	Petition to revive - unintentional	_____
142	1,240	242	620	Utility issue fee (or reissue)	_____
143	440	243	220	Design issue fee	_____
144	600	244	300	Plant issue fee	_____
122	130	122	130	Petitions to the Commissioner	_____
123	50	123	50	Processing fee under 37 CFR 1.17(q)	_____
126	180	126	180	Submission of Information Disclosure Stmt	_____
581	40	581	40	Recording each patent assignment per property (times number of properties)	_____
146	710	246	355	For filing a submission after final rejection (see 37 CFR 1.129(a))	_____
149	710	249	355	For each additional invention to be examined (see 37 CFR 1.129(b))	_____
179	710	279	355	Request for Continued Examination (RCE)	_____
169	900	169	900	Request for expedited examination of a design application	_____
195	300	195	300	Publication fee for early, voluntary, or normal publication	_____
196	300	196	300	Publication fee for republication	_____
194	130	194	130	Request for voluntary publication or republication	_____
098	130	098	130	Processing fee under 37 CFR 1.17(i)	_____
091	1,240	091	1,240	Acceptance of unintentionally delayed claim for priority	_____

Other fee (specify) _____

Other fee (specify) _____

SUBTOTAL (3) \$ 00.00

*Reduced by Basic Filing Fee Paid

SUBMITTED BY:

Typed or Printed Name: Sheryl Sue Holloway

Signature: _____ Date: January 30, 2001

Reg. Number: 37,850 Telephone Number: (408) 720-8300

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

10918 U.S. PRO
09/774944
01/30/01

"Express Mail" mailing label number EL627465052US

Date of Deposit: January 30, 2001

I hereby certify that I am causing this paper or fee to be deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner of Patents and Trademarks, Washington, D.C. 20231

Michelle Begay

(Typed or printed name of person mailing paper or fee)

Michelle Begay January 30, 2001
(Signature of person mailing paper or fee) Date

Serial/Patent No.: <u>***</u>	Filing/Issue Date: <u>***</u>
Client: <u>Nuasis Corporation</u>	
Title: <u>DIGITAL MULTIMEDIA CONTACT CENTER</u>	
Att'y/Secty Initials: <u>JCS/SSH/mb</u>	
bstz File No.: <u>004919.P001</u>	Docket Due Date: <u>***</u>
Date Mailed: <u>January 30, 2001</u>	
The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:	
<input checked="" type="checkbox"/> Amendment/Response (____ pgs.) <input type="checkbox"/> Express Mail No. <u>EL627465052US</u> <input checked="" type="checkbox"/> Check No. <u>40614</u>	
<input type="checkbox"/> Appeal Brief (____ pgs.) (in triplicate) <input type="checkbox"/> Month(s) Extension of Time <input type="checkbox"/> Amt: <u>\$2230.00</u>	
<input checked="" type="checkbox"/> Application - Utility <u>69</u> pgs., with cover and abstract <input type="checkbox"/> Motion/Decisive Statement & PTO-148 (____ pgs.) <input type="checkbox"/> Check No. _____	
<input type="checkbox"/> Application - Rule 1.53(b) Continuation (____ pgs.) <input type="checkbox"/> Issue Fee Transmittal <input type="checkbox"/> Amt: _____	
<input type="checkbox"/> Application - Rule 1.53(b) Divisional (____ pgs.) <input type="checkbox"/> Notice of Appeal _____	
<input type="checkbox"/> Application - Rule 1.53(b) CIP (____ pgs.) <input type="checkbox"/> Petition for Extension of Time _____	
<input type="checkbox"/> Application - Rule 1.53(d) CPA Transmittal (____ pgs.) <input type="checkbox"/> Petition for _____	
<input type="checkbox"/> Application - Design (____ pgs.) <input type="checkbox"/> Postcard _____	
<input type="checkbox"/> Application - PCT (____ pgs.) <input type="checkbox"/> Power of Attorney (____ pgs.)	
<input type="checkbox"/> Application - Provisional (____ pgs.) <input type="checkbox"/> Preliminary Amendment (____ pgs.)	
<input type="checkbox"/> Assignment and Cover Sheet <input type="checkbox"/> Reply Brief (____ pgs.)	
<input type="checkbox"/> Certificate of Mailing <input type="checkbox"/> Response to Notice of Missing Parts	
<input checked="" type="checkbox"/> Declaration & POA (____ pgs.) <input type="checkbox"/> Small Entity Declaration for Indep. Inventor/Small Business <input checked="" type="checkbox"/> Transmittal Letter, in <u>XXXXXX</u> duplicate	
<input type="checkbox"/> Disclosure Docs & Oig & Copy of Inventor Signed Letter (____ pgs.) <input type="checkbox"/> Fee Transmittal, in duplicate	
<input checked="" type="checkbox"/> Drawings: <u>17</u> # of sheets includes <u>23</u> figures	
<input checked="" type="checkbox"/> Other: <u>Certificate of Express Mail with copy of postcard showing contents of Express Mail package and Form PTO/SB/35.</u>	